

Job title:

Later Living Community Deputy Manager (Apprenticeship)

Line manager: Service Manager

Grade (if applicable): Apprentice Grade



Role purpose:

Peabody has recently rebranded its older persons' housing services – we now describe these as *Later Living Communities*, and our staff are called *Community Managers*.

To support this change, we are creating an apprenticeship role that will work across several of our communities. The successful applicant will support the day-to-day services provided at various Communities in the West London region and deputise for team members during short periods of absence. They will demonstrate Peabody Values at the heart of the service provided and carry out reasonable additional duties as required by the line manager

Key results:

- Support the team to ensure that the Communities reach and maintain key performance targets throughout the year.
- Support excellent communication with residents by participating in face-to-face meetings and assisting the production and distribution of letters and newsletters.
- Work closely with residents and stakeholders to provide an appropriate living environment, with the focus on nurturing and preserving residents' independence.
- Work cohesively with colleagues to ensure timely and lasting solutions to maintenance issues across the Communities.
- Ensure you demonstrate and evidence the company values within services provided.

Success metrics:

- Positive feedback from residents on services received.
- The Communities have a positive and happy feel.
- Communities KPI's will be achieved and sustained.
- All residents and stakeholders responded to within appropriate timescales.
- The Communities remain Health and Safety compliant.
- All relevant policies and procedures understood and adhered to.

Level 3 Housing & Property Management Apprenticeship

Version Date: June 2025

Signed off by: TBC

This is a Level 3 Housing & Property Management Apprenticeship over 15 months (plus 3 months for End Point Assessment). As part of your apprenticeship you will:

- Attend training sessions, workshops, and meetings to gain essential knowledge in the field.
- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal growth and skill development.
- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship.
- If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will have the option to complete these qualifications during your apprenticeship.

About you:

You will be:

You will be totally committed to delivering excellent customer experience – being easy, reliable and empathetic in the way you deal with customers, and colleagues. You will also possess:

- Excellent interpersonal and customer service skills
- Clear written and verbal communication
- Good knowledge of IT including, Word, Excel and Microsoft Office
- Ability to work collaboratively and to develop excellent team working
- Organised with good time management skills
- Ability to build positive customer and stakeholder relationships
- Good standard of education
- Can do attitude/resilient and calm
- Willingness to attend all core and relevant training

You will have:

Essential

- Experience of working with older/vulnerable people
- Experience of housing management
- Experience of working effectively as part of a team
- Knowledge of health and safety in a residential environment
- Understanding of the support and care needs of older people
- Good understanding of equality and diversity

Desirable

- Experience of managing a sheltered/retirement housing scheme
- Experience of managing/monitoring of commercial contracts

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- Experience in liaising with other stakeholders such as adult care services, voluntary organisations/local authority departments
- Experience in managing voids, lettings and arrears

This role is subject to an Enhanced DBS check.